

## Community Learning and Development Service

Results of the survey of customers in relation to questions about  
Timeliness, Service Delivery and Quality of Information  
May 2010

<b>Timeliness</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
<i>Question: Promptness of our response to your request</i>				
	53	11	3	0
<b>Percentage Total</b>	<b>77.94</b>	<b>16.18</b>	<b>4.41</b>	<b>0.00</b>
<b>Service Delivery</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
<i>Question: The service you received compared with what you needed?</i>				
	50	14	3	0
<b>Percentage Total</b>	<b>73.53</b>	<b>20.59</b>	<b>4.41</b>	<b>0.00</b>
<b>Information</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
<i>Question: Quality and current information</i>				
	48	15	3	0
<b>Percentage Total</b>	<b>70.59</b>	<b>22.06</b>	<b>4.41</b>	<b>0.00</b>
<b>Average Score for Customer Satisfaction</b>	<b>74.02</b>	<b>19.61</b>	<b>4.41</b>	<b>0.00</b>
<b>Fairness</b>	<b>YES</b>		<b>NO</b>	
<i>Did we provide the information in a way you needed to access our service in a way that suited your needs?</i>				
	68		0	
<b>Number of returns 68</b>				
<b>Timeliness: Results show that 78% of customers thought we delivered promptly</b>				
<b>Service Delivery: Results show that 74% of customers thought we delivered what they needed.</b>				
<b>Information: Results show that 74% of customers thought we delivered good and up to date information.</b>				
<b>Fairness: Results show that 100% of customers thought we treated them fairly</b>				

*Graphs showing the results of our customer survey*

